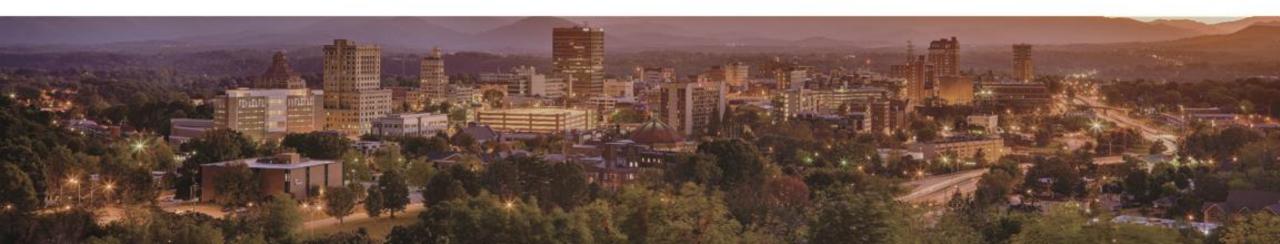




NCEL Lottery Table Top Exercise

The Zombie Pandemic



Why did we do a pandemic for a table top exercise?

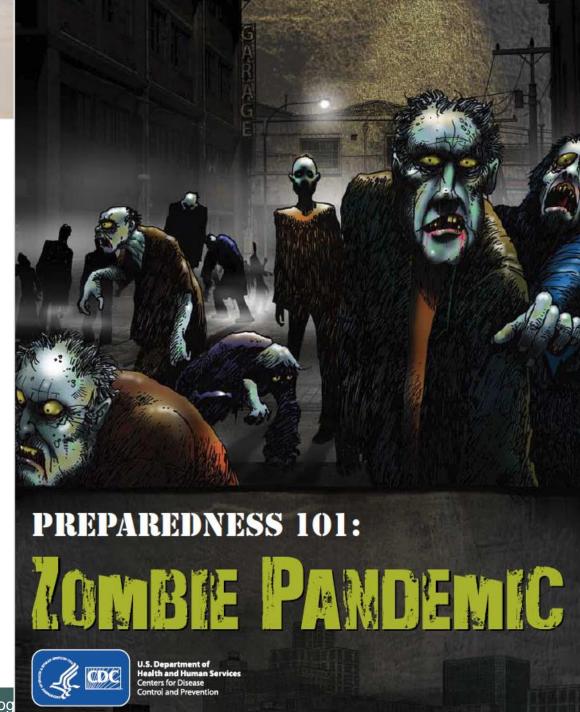
- Conducted in 2012; very close to Pandemic discussions a year or two prior
  - Is it still important? Yes
- Wanted a non-traditional way to present a table top exercise
- Wanted a exercise for the organization; I was new to the position
- Considered staff that included Sales and Investigators who travel the state and interact with population on a daily basis (Core business group)
- Provide the organization an opportunity to evaluate current response concepts, plans, and capabilities for responding to an impact to personnel
- Included concepts from the CDC and NIST 800-84, Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities



Where did the idea come from?

- First, Fan of Zombies (The Walking Dead Big Fan!)
- Secondly, CDC
  - Included a new graphic novel, "Preparedness 101: Zombie Pandemic" that demonstrated the importance of being prepared
  - Readers follow Todd, Julie, and their dog Max as a strange new disease begins spreading, turning ordinary people into zombies... I won't ruin the plot
  - All-Hazards Emergency Kit

LINK: <a href="https://www.cdc.gov/phpr/documents/zombie\_gn\_final.pdf">https://www.cdc.gov/phpr/documents/zombie\_gn\_final.pdf</a>



Where did we focus our attention on for the exercise?

- Lottery
  - 250 personnel dispersed across the state (~ 65% in Raleigh)
  - 6 Regional Offices with 6700 retailers throughout the state (now close to 6800)
  - Large "field" operations group
- Executive Level
  - Executive Director (Think CEO/Agency Head/CIO)
  - Deputy Executive Directors (Think VP/other C level/Deputy CIO)
  - Select Directors (Think Business Owners/Program Managers)
- Focused on reduced work staff, remote workers, and social distancing
- Focused on affecting communications with employees, retailers and players
- Focused mainly on people and processes, not IT
- CONSIDERATION: Could IT be more susceptible to cyber-attacks
- CONSIDERATION: How deep is the IT support bench; When can you no longer continue operations (think devolution planning)

What was the scope?

- What is the role of the organization's leadership in response to potential consequences of an outbreak
- What are our processes and decision making plans for addressing business disrupting events (assumptions can kill a plan)
- Emphasis was on coordination, integration of capabilities, problem identification, and problem resolution
- Could we facilitate a social distance model with some of the business units
  - Customer Service
  - Finance
- CONSIDERATION: Can you incorporate more elements into the exercise; When is enough, enough

Why should you do an exercise like this?

- Reduction in work force may be overlooked
  - Influenza
  - Reserve/National Guard work force (includes LEO and Emergency Services)
- A table top exercise doesn't need to be boring
- Sometimes you need to focus at the top before changes can happen in the "trenches"
- BCP doesn't just mean DR...
- Even though this was not focused on IT, could this affect IT systems (e.g., support staff incapacitated or unavailable)
- CONSIDERATION: Does your Incident Management (Response) Plan address staff incapacitation

Questions?

- Any questions?
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